

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2021

Docket No. ACR2021

**RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-2 OF CHAIRMAN'S INFORMATION REQUEST NO. 16**

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 16, issued on February 15, 2022. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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1. In its Response to CHIR No. 11, question 17, the Postal Service provided point impact data for each of the top 15 root causes of failure for USPS Marketing Mail Flats in FY 2020.¹ Please provide the point impact data for each root cause disaggregated by service standard (Overnight, 3-5-Days, 6-10-Days, and 11+ Days) in the form of an Excel spreadsheet. Such spreadsheets shall preserve all data links and show all formulas used, including volumes and other weighting factors.

RESPONSE:

Please see the attached spreadsheet.

¹ Responses of the United States Postal Service to Questions 1-21 of Chairman's Information Request No. 11, February 11, 2022 (Response to CHIR No. 11).

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2. Please refer to the following table showing the percentage of Periodicals and Package Services excluded as "Non-Compliant" for Quarters 1 through 4 of FY 2020 and FY 2021.

	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3	FY 2020 Q4	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3	FY 2021 Q4
Periodicals	0.17%	0.10%	0.07%	0.04%	0.06%	3.39%	27.55%	14.63%
Package Services	0.00%	0.00%	0.00%	0.16%	0.00%	0.00%	23.45%	18.91%

Source: FY 2021 Postal Service Q4 Service Performance Report, November 10, 2021, Excel file "AttachA_ExclusionReasonBreakdown_FY21_Q4.xlsx," tab "Exclusions"; FY 2020 Postal Service Q4 Service Performance Report, Excel file "AttachA_ExclusionReasonBreakdown_FY20_Q4.xlsx," tab "Exclusions."

- a. Please provide examples of ways in which Periodicals and Package Services pieces would be considered "Non-Compliant" and would be excluded from measurement.
- b. Please explain why the Postal Service believes that non-compliance increased substantially for these classes in FY 2021 Quarters 3 and 4.

RESPONSE:

- a. Periodicals and Package Services pieces may be considered "Non-Compliant" when those pieces do not meet the requirements for "Full-Service." When volumes are mailed using a new Customer Registration Identification (CRID) number for the first time, the volume associated with that CRID is placed in a 6-week non-compliant status. During that time, the mail submission process is evaluated to ensure compliance with Full-Service requirements prior to the mailer becoming certified.
- b. The Postal Service investigated the substantial increase in FY 2021 Quarters 3 and 4 for non-compliant volumes for these classes. A single

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major mailer (Mailer 1) with multiple mailing locations contributed approximately 99 percent of the non-compliant volumes between February 2021 – September 2021. Over the course of seven months, as each location transitioned to a new CRID, the associated volumes were identified as non-compliant as described above.